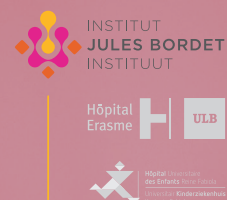




H.U.B

HÔPITAL UNIVERSITAIRE
DE BRUXELLES
ACADEMISCH ZIEKENHUIS
BRUSSEL



Your hospitalisation at the Jules Bordet Institute

Practical guide

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Practical guide

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Preface





We thank you for the trust you have placed in the teams at the Jules Bordet Institute.

We make every effort to ensure that you receive the cancer care your health requires. Here you will find high level professionals from all disciplines working together as teams to provide you with the latest and most effective treatment.

Our Institute is reputed both for its treatment excellence and for the human qualities of its staff. Throughout your stay you will be looked after by our reception staff and medical, nursing and paramedical teams. All of them dedicated to making your hospitalisation as pleasant as possible.

This brochure presents practical information that will be useful during your stay with us at the Institute. You will also receive a number of documents to be read, filled in, signed and returned to us.

Please feel free to put any questions to your relevant contact person. We will be pleased to answer them.

Pr Dirk Van Gestel, *Medical Director*

Chloé Spillebout, *Head Doctor*

The Jules Bordet Institute is accredited by the Organisation of European Cancer Institutes (OECI). This means that it meets the 63 quality standards drawn up by this organisation.



Your admission



Always decided in agreement with your GP, your hospitalisation is an important stage in your treatment pathway. **The point of departure for your time with us is the Admissions Department.** It is here that all the necessary formalities are completed. We will then direct you to the care unit or care staff who will be looking after you.

To help you find your way around within the Institute a route system has been set up. You will find more information on this at the back of this brochure.

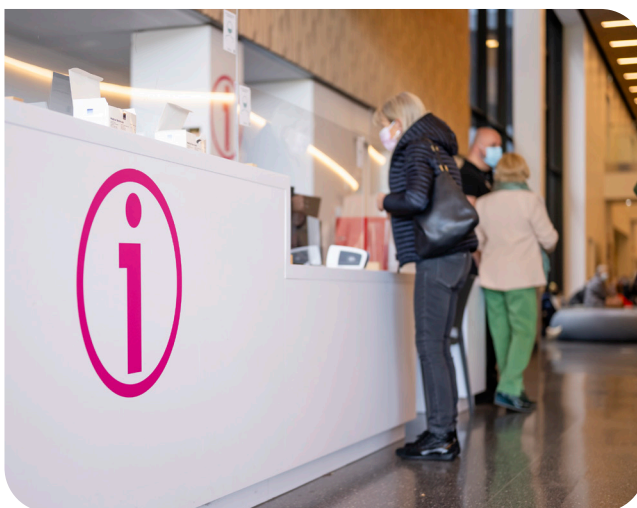
If ever you find yourself lost do not hesitate to ask a volunteer or member of staff to assist you!

ACCESS

The first stop during your stay with us is the **Admissions Office**. Follow **route 1980** to access it.

OPENING HOURS

The Admissions Office is open **from Monday to Friday between 7 am and 5 pm.** Outside these hours please go to the Orientation Desk.



CONTACTS

T +32 (0)2 541 33 41

F +32 (0)2 541 31 76

DOCUMENTS TO BE PRESENTED

To facilitate the admission procedure, we ask you to be in possession of the following documents:

- ◆ Your **identity card**. This enables us to consult your membership of a Belgian health insurance organisation (mutuelle)
- ◆ Your **passport** if you do not hold Belgian nationality
- ◆ **Any document relating to costs coverage**: hospitalisation insurance card; réquisitoire (social welfare guarantee to pay hospital costs), form S2 (if you are insured in an EU member country), in which case please note that the European health insurance card is only valid for medical emergencies)
- ◆ If you are a national of a non-EU country or are not covered by an insurance organisation: proof of pre-payment in full of your first hospitalisation invoice, this calculated with reference to an estimate based on the care scheduled and estimated period of hospitalisation

ADMISSION STATEMENT

On arrival at the Institute we request you to sign and submit an **admission statement**. You may request **an estimate of the cost of your hospitalisation**.

FIRST PAYMENT ON ACCOUNT

Please note that you will be requested to **make a first payment on account by electronic means** (bancontact or credit card) at the time of your admission. This provision is renewable every 7 days.

IDENTIFICATION BRACELET

On admission a member of staff will place **an identification bracelet** on your wrist. We ask you to check carefully that the information indicated on the bracelet is correct and to retain it throughout your hospital stay. **This bracelet is your security** and protects you against any error of identification at any point on your hospital pathway.

CONTACT PERSON IN CASE OF PROBLEM

On admission we will ask you to give **the name and contact details of a trusted person** who can be contacted if any problem should arise during your hospitalisation.

Your stay at the Institute





WHAT DO YOU NEED TO BRING WITH YOU?

To ensure your stay is as comfortable as possible, we suggest that you bring underwear and any personal objects you like to have with you:

- ☐ Toiletries
- ☐ Towels
- ☐ Nightclothes
- ☐ Slippers
- ☐ Medicines that you take regularly (at least the list)
- ☐ Thermometer issued during a previous hospitalisation
- ☐ Books, newspapers, etc.
- ☐ PC
- ☐ If you wear glasses or contact lenses, dentures or a hearing aid, please place them in the cases/receptacles provided for this purpose.

Are you receiving treatment for any health condition? Please bring your medicines and discuss this with your nurse and doctor on arrival.

The Institute is not responsible for any breakage, loss or theft.

YOUR ROOM

You have the choice between **a single room** and **a shared room**. The number of single rooms is limited, however, and we cannot always meet all your requests. We assure you that we will make every effort to respect your choice.

All our rooms have **electronically controlled adjustable beds that can be adapted** to your needs as well as a bedside table with built-in fridge.

The rooms have their own bathroom or washroom with WC. **A television and personal telephone line** are also available following a request at the time of your admission.

If you want a loved one to accompany you during the night we can add a bed in the single rooms. Please note that there will be an extra charge for this.

We want you to feel safe and secure during your stay with us. That is why as soon as you arrive in your room the head nurse will come to see you in person and explain how your stay will be organised.





VISITS

Visits are special moments for patients. To ensure they are real moments of sharing and are not damaging to your own well-being or that of other patients, we ask visitors to respect the following rules.

- ◆ In the **Care Units** visiting hours are from 3 pm to 8 pm
- ◆ In the **Intensive Care Units** visiting hours are limited to guarantee patients receive the necessary care and rest. Visits are between 12 noon and 8 pm
- ◆ If several family members arrive during visiting hours note that the maximum number of visitors present in the room is limited to three
- ◆ Except in special cases, visits to patients in the **Intensive Care Units** are not recommended for children aged under 12. In the **Haematology Department**, visits by children aged under 6 are not recommended
- ◆ Visitors are requested to leave the room temporarily when a doctor visits or when the patient receives care

At your request or depending on your state of health, these visiting hours and the number of visitors may be limited.

The Institute's doors close at 8 pm. Please remember to remind your visitors of this.

Please also note that:

- ◆ Pot plants are not allowed in zones where patients are treated
- ◆ Only cut flowers are allowed
- ◆ Neither pot plants nor cut flowers are allowed in the **Intensive Care Units** and in the **Haematology Department**
- ◆ No pets are allowed anywhere in the hospital
- ◆ Children must remain under the supervision of parents at all times. They cannot run or play in the corridors or take the lifts unaccompanied

YOUR SAFETY

We advise you not to bring with you any items of value such as jewellery, watches or cash. If you can, we strongly recommend you to entrust items of value to loved ones together with any objects you will not need during your hospital stay.

If, nevertheless, you decide to keep any item of value in your room then this is your responsibility alone. The Institute cannot be held responsible for any loss or theft.

- ◆ **Small individual safes** are available in the rooms. Items deposited in these small safes remain your responsibility

More generally, we advise you to be vigilant as the Institute is an open site where many people are present, this posing a potential risk for your personal belongings.

THE TELEPHONE

If you have requested it, you will have a telephone in your room that enables you to make and receive calls.

Finally, to respect the peace and quiet of other patients, we request you to limit the use of smart-phones and cell phones in the care areas.

This service is included in the fixed multimedia fee.

A ROOM 2.0

A little entertainment is always welcome. **All rooms are therefore equipped with televisions.** If you have so requested at the time of admission, this will enable you to surf the Internet and even make telephone calls as well as watch television.

You will also have free Wi-Fi access. Your access code can be obtained at the time of admission on giving your national register number. For patients without a national register number the access is temporary and renewable.



YOUR MEALS

A healthy diet is an inherent part of your care and the Institute is particularly attentive to ensuring that the meals supplier provides menus that are as varied as possible.

Please feel free to let us know your preferences with details of any dishes not to your liking, allergies or intolerance to certain foods, special diet, food texture, etc. You can do so by filling out the "Food Questionnaire" that you will receive on admission.

If your state of health requires it, you will receive **advice from a dietitian or nutritionist doctor.**

Note, however, that alcoholic beverages are strictly forbidden during your stay.

RESTAURANT AND SHOP

The **restaurant** is situated on the ground floor of the Institute. It is open from **8 am to 6 pm during the week and closed at weekends.**

The **shop** is also located on the ground floor and you are always welcome there. Don't hesitate to visit with your loved ones. It serves snacks and stocks books and magazines, toiletry products, gifts, flowers, etc. **The shop is open from 7.30 am to 4 pm during the week and between 11 am and 5 pm at weekends.**



DRINKS DISPENSER

You will find drinks dispensers in the central aisle on the ground floor.

Hospital hygiene





While hygiene is principally a matter for hospital staff, it also concerns all persons present at the Institute.

As you no doubt know, **a lot of germs are transmitted by the hands**. So be sure wash and/or disinfect them carefully and, above all, request your visitors to do the same.

Germs can also be carried by the air we exhale. That is why we advise you to **wear a mask in the case of any respiratory infection or possible risk of contamination**. Discuss this with care staff who will be pleased to provide you with further information.

TOBACCO-FREE HOSPITAL

In accordance with the law, **smoking is strictly forbidden throughout the hospital**. This ban also applies to electronic cigarettes.

Are you a smoker? If so, a tobaccologist nurse will propose an alternative to tobacco in the form of a **nicotine substitute** (patches, gum to chew, pastilles to suck). This service, which is free of charge and under medical control, will relieve you of any craving for tobacco and ensure you have a comfortable stay.

We also strongly recommend you to **benefit from your hospital stay to stop smoking**. Discuss this with the medical team who will give you personalised advice and valuable support both during and after your hospitalisation!

MOVING AROUND THE HOSPITAL

If you leave the floor where you are staying please always inform the care staff and check that no examination is scheduled.

Also, when hospitalised **the agreement of the doctor and a signature attesting to discharge of responsibilities is required before leaving the Institute**.

Your interlocutors



You will meet a lot of new faces during your stay at the Institute. A lot of staff will be involved in ensuring you receive quality care and attention. There are also students who train at the hospital as part of the Jules Bordet Institute's university missions. **A large team... just for you!**

RECEPTION

The **secretaries at Reception** will provide you with information, take care of the administrative formalities and organise your care pathway.

The **reference secretary** is your favoured contact person at Reception and will be ready to answer all your questions.



MEDICAL TEAM

At the Jules Bordet Institute you will be in the hands of **a multidisciplinary medical team** who consult regularly with one aim in mind: to ensure you benefit from the best treatment.

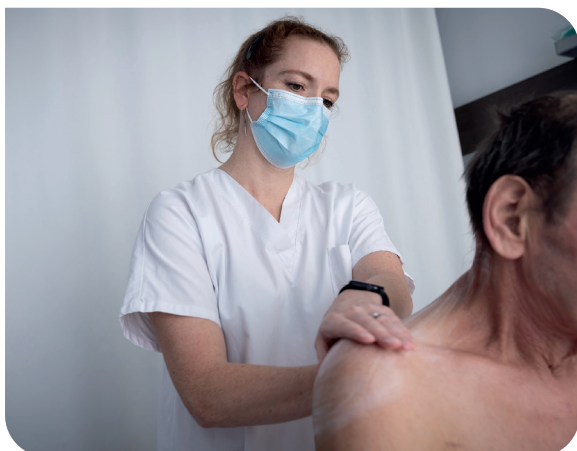
All the Institute's departments and services are organised in the same way. They are headed by a specialist doctor who is the head of department or head of clinic supported by a team of specialist doctors, doctors following specialist training and medical students.

THE CARE TEAM

The head nurse is the person responsible for the functioning and organisation of the care unit within which you are hospitalised. This head nurse will be pleased to answer any questions you may have and that they will pass on to the medical team.

The nurses dispense the care and treatment prescribed by the doctors, exercise continuous surveillance and advise you on your health. One of their priorities is to cooperate closely with the doctors to prevent and relieve your symptoms. Auxiliary nurses work with the nurses and provide everyday care and washing assistance, serve meals and welcome patients.

If **one of the coordinating nurses in oncological care** is involved in coordinating your care, then they may also meet you during your hospital stay.



PARAMEDICAL TEAM

The paramedical team intervenes immediately specialised assistance is required to strengthen your treatment or improve your comfort. Physiotherapists, psychologists, speech therapists, dietitians, ergotherapists and nurses specialising in aesthetic care and pedicures, etc. work with the medical and care teams to provide you with the most comprehensive and beneficial care possible.

THE PSYCHO-ONCOLOGICAL TEAM

Illness can cause psychological problems. To help you better face these difficulties, the Psycho-Oncological team is available to assist you or your loved ones. **A meeting with a psychologist can be organised during your hospitalisation and/or at a consultation.** Members of the Psycho-Oncological team work with other care staff to ensure you receive the most comprehensive and beneficial care possible.

Among the assistance proposed is **"Bordet'n Family"**. Supported by the Jules Bordet Association this is designed to support children of all ages by providing a place where they can express their feelings and be heard. **It is staffed by psychologists and takes the form of creative workshops.** It is also available to parents who wonder about how to raise questions of illness with children. Parents can come without their children or be seen in their room. Workshops are held on Wednesday afternoons between 2 pm and 6 pm. There is no need to book and access is free of charge.

If you would like to contact the Psycho-Oncological team or receive more information please feel free to contact a member of the medical, nursing and/or paramedical staff. You can also contact the secretariat of the Psycho-Oncological Clinic.

WELFARE DEPARTMENT

Administrative procedures (social security, benefit applications, etc.) can be an additional burden during your care pathway. This is why the Institute's Social Welfare Department is there to support you and those close to you. It can help you resolve **social difficulties** and **prepare for your discharge** by proposing a range of solutions such as home help, stay at a convalescent home, admission to a rest home, etc. **Intercultural mediation** provides a language interpreting service to faithfully translate what patients and staff have to say while respecting professional confidentiality

Do not hesitate to ask the head nurse or your doctor if you would like a visit from them.

MEDIATOR

The Jules Bordet Institute undertakes to provide you with optimal care and services. However, despite the efforts of all the teams, it can be the case that certain aspects of your care do not go as planned. If you have any **comments, suggestions or complaints** please address them to the hospital mediation that provides a free and independent service.

The mediator, with your cooperation and that of the person concerned by the complaint, will help you to obtain the answers to your questions and, in case of disagreement, will seek to arrive at a consensus. If the action proposed does not produce results that meet with your satisfaction the mediator will inform you of alternative procedures for dealing with your request.

ASSOCIATIONS AT YOUR SIDE

Volunteers with the Jules Bordet Association will welcome you at the Institute's entrances. They will guide you and are available to provide you with any practical information.

Patients associations such as "Vivre comme Avant", "L'Association francophone des Mutilés de la Voix" and "Bulle d'Oxygène (Volont'R)" and various support associations are partners of the Jules Bordet Institute.

Volunteers are not professionals but they place their kindness and spontaneity at your service. They do not provide medical assistance but practical assistance where and when required. They provide very valuable support.



TECHNICAL AND MAINTENANCE STAFF

The **technical and maintenance staff** contribute actively to your comfort by guaranteeing the maintenance, hygiene, safety and proper functioning of installations.

RELIGIOUS OR MORAL SUPPORT

The Jules Bordet Institute respects religious beliefs or philosophical convictions at all times. If you desire **you can request assistance from a secular counsellor or a cleric/religious leader of the religion of your choice**. Feel free to address such a request to your nurse.

All persons with whom you come into contact will be wearing an identification badge. All persons who enter your room must introduce themselves. If anyone fails to do so do not hesitate to request their name and mission.

All members of staff are also strictly bound to professional secrecy and under no circumstances may they reveal any information about you. You can therefore confide in all members of staff without any fear.

Care quality and safety



YOUR RIGHTS

The **law on patients' rights of 22/08/2002** sets out the terms of relations between the patient and professional practitioner and seeks to improve the quality of care. Do you have any questions? Or possibly complaints? Our **mediation service** is there to hear you. Contact the mediation service on +32 (0)2 541 35 11 or via mediation-ombudsdienst@hubruxelles.be.

CARE QUALITY AND PATIENT SAFETY

Care quality and patient safety are among our priorities. The Quality Unit seeks a **continuous improvement** in practices and in the safety of the care provided.
(cellule.qualite@hubruxelles.be).

Your involvement in your care, the way you participate in your care, is an essential aspect of the quality achieved. **Your cooperation with care staff and active participation** in the care processes are in fact fundamental to a successful result.

Your opinion on your hospitalisation: You will be given a **satisfaction questionnaire** on admission. We urge you to take the time to complete this questionnaire. The answers are important as they will enable us to improve the quality of your care and comfort at the Institute.

OTHER IMPORTANT POINTS:

Respecting confidentiality

Staff at the Jules Bordet Institute are bound to medical secrecy and/or to respect an obligation to confidentiality concerning any and all information regarding your person.

Trusted person, proxy

If you are an adult over the age of majority the law allows you to appoint a trusted person and/or a proxy who you choose freely and in whom you have full confidence. The trusted person can accompany you throughout your care pathway. If at any time your state of health prevents you from making known your wishes, the care team will then consult your proxy.

Advance instructions

You never know what tomorrow may bring. To ensure that your wishes are respected at all times, even if you are no longer able to express them, we advise you to set them down in writing in what is known as a "directive anticipée" and entrust this to your doctor




Your identification

To limit the risks related to mistaken identity we use your birth name in all communications and on all documents issued by the hospital. This name is also the name given on your identity bracelet that in the interests of security we ask you to wear at all times.



Protection of your personal data





All medical, administrative and social data concerning your person are recorded in the hospital information system in accordance with the law on private life of 8/12/1992 and the law on patients' rights of 22/02/2002. These data can be used for scientific research purposes following your agreement (see 5.5). The head doctor is responsible for processing these data and has fulfilled the declaration obligations in regard to the Committee for the Protection of Private Life.

BRUSSELS HEALTH NETWORK (ABRUMET)

The Jules Bordet Institute is connected to the **Brussels Health Network** (Abrumet) and in this way it can communicate with the other Belgian health networks approved by the eHealth federal platform. These data processing networks are designed to **permit care continuity by** interconnecting the hospital and GP patients' files.

We invite you to familiarise yourself with the implications of this kind of computerised communication of your medical data so that you can express your decision on whether or not to make them available in full knowledge of the facts. So read carefully the document you have received, fill it out and return it to the reception secretary.

YOUR IMAGE RIGHTS

The Jules Bordet Institute is committed to **protecting your private life and image rights**, as well as those of other patients and its staff.

To guarantee that the regulations on the protection of private life are respected, it is **forbidden to film or photograph our patients and members of staff at the hospital.**

Sole exceptions to this rule:

- ◆ Photographs and films in a treatment context (e.g. photos of beauty spots to prevent skin cancer, plastic surgery, etc.)
- ◆ Journalistic purposes: interview for a media, shooting of a report, etc. In this case all requests must be approved by the Communication Department that will seek the consent of staff and patients involved. If you agree to be filmed or photographed you must sign a form that provides the hospital and journalists present with the guarantee that you have given your consent

THE JULES BORDET INSTITUTE AS A UNIVERSITY AND RESEARCH HOSPITAL

The Jules Bordet Institute is the university hospital of the Université Libre de Bruxelles and entirely dedicated to combatting cancer through care, research and teaching missions. In a high level technological environment, specialists from medical and paramedical disciplines consult and coordinate in the interests of optimal patient care. This multidisciplinary organisation is present both upstream and downstream of the cancer (prevention and return to work).

These teams also train many students, future doctors and health professionals. They also carry out **important clinical, translational and fundamental research in cooperation with laboratory researchers.**

All research projects must be approved by the **Ethics Committee** after being submitted by the doctor or other health professional who heads it.

All participants in clinical studies are first informed of the research goals, the possible risks and benefits associated with this participation and their rights. Participants attest to their consent by signing a document and can withdraw this consent at any time.

THE TUMOUR LIBRARY



When effecting biopsies or surgery, after carrying out the necessary analyses for your diagnosis and treatment and while respecting the legal provisions, **the Institute may conserve parts of unused biological material for research purposes.**

You can refuse permission for us to conserve this material.

We invite you to consult the useful information on this subject in the brochure you will be given and that also enables you to give your written agreement on the strictly confidential use of your medical data by the Institute's researchers for research purposes.

Your discharge



YOUR RETURN HOME

As soon as possible the doctor who has been monitoring your treatment pathway will inform you of the probable date when you can leave the hospital.

- ◆ On the day you leave, your room must be vacated after breakfast, **before 11 am**. We therefore ask you to organise your departure by this time
- ◆ If there is any difficulty in leaving before 11 am please discuss this with your doctor or care team at the time of your admission
- ◆ If you have **transport problems**, the hospital secretary will help you find a solution (ambulance or taxi). Give the secretary details of your insurance organisation and any preferences
- ◆ If additional examinations delay your departure date or time you will be notified of this as soon as possible
- ◆ Do not leave behind any personal belongings in your room

If you want to leave the hospital against medical advice we ask you to sign a discharge. This is a document that releases the doctors from any responsibility concerning the consequences of your decision.

FORMALITIES

- ◆ When you leave we will give you an envelope containing several useful documents: a letter addressed to your GP (this is often sent by email) and, if applicable, a certificate of incapacity for work, your medication schedule, prescriptions, etc.

HOSPITALISATION COSTS

The **detailed invoice** for your period of hospitalisation is drawn up in accordance with the legal provisions. You will receive it **within six to eight weeks** from the date when your hospitalisation ends and it is sent to the address indicated in your file.

If your hospitalisation lasts more than a month we will issue an intermediate invoice.

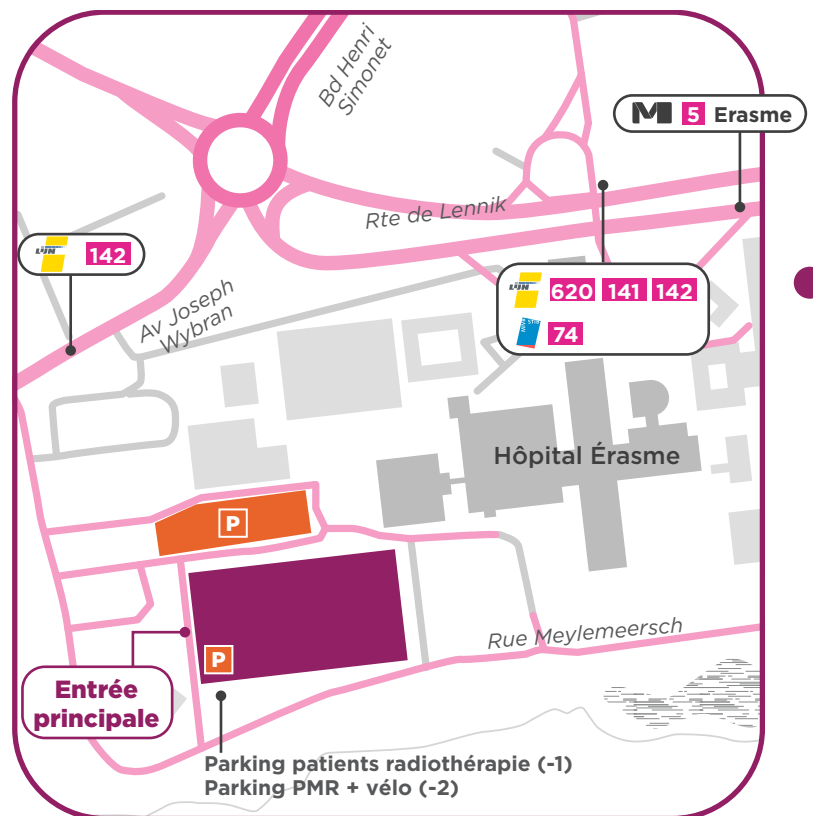
In some circumstances you may receive a supplementary invoice.

If you have any questions about your invoice please contact the Invoicing Department.

HOSPITALISATION CERTIFICATE

If documents have to be completed by the unit doctor please remember to submit them on arrival to the care staff and collect them before you leave.

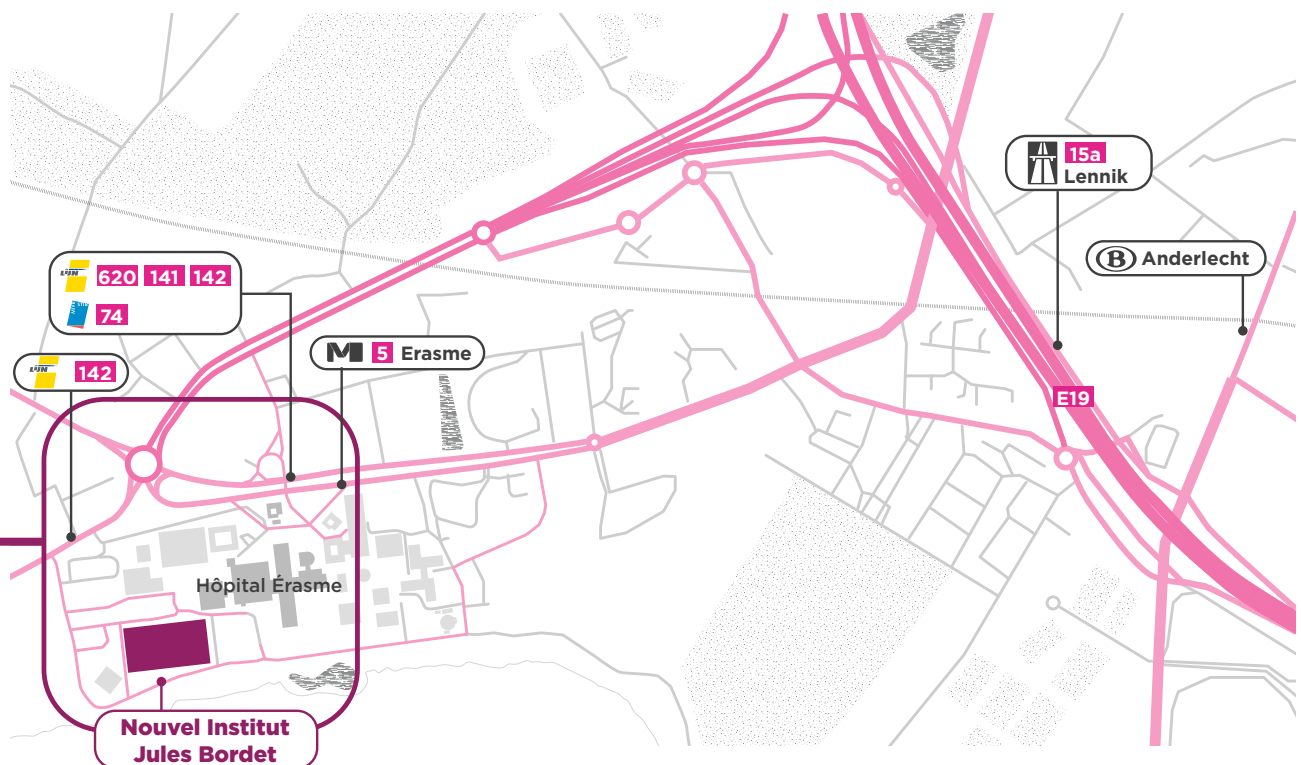
Accessibility



HOW TO ARRIVE AT THE JULES BORDET INSTITUTE?

The Jules Bordet Institute is easily accessible by public transport or by car.

- ◆ **By car:** Ring Exit 15a Lennik.
- ◆ **By train:** Get off at Gare d'Anderlecht and then take metro line 5 to Erasmus
- ◆ **By metro:** Line 5 to Erasmus
- ◆ **By bus:** STIB: Bus number 74 and get off at Erasmus stop
De Lijn: Bus numbers 141 and 142 and get off at Erasmus stop





THE SHUTTLE SERVICE

A free **shuttle** service operates between the various campus buildings and the Erasmus metro station. This is equipped for persons with reduced mobility.

The shuttle service operates from Monday to Friday between 7.30 am and 5.30 pm.

Two shuttle buses make the tour several times an hour with departures approximately every 15 minutes. The complete circuit takes about 20 minutes. Bear this in mind when attending for an appointment.

What are the stops?

◆ **Erasmus General Hospital:**

The stop is situated close to the main entrance to the Erasmus Hospital at a former bus stop close to the Erasmus metro exit.

◆ **Imedia outpatient centre:**

The stop is situated next to the building entrance, under the awning.

◆ **Erasmus Medical Center EMC :**

The stop is situated on the right of the entrance close to the ramp for persons with reduced mobility.

◆ **Jules Bordet Institute:**

The shuttle bus drops you off at the foot of the totem, between the hospital and the car park. It picks you up at the same place.

THE CAR PARKS

There is a car park next to the Institute for patients and visitors.

Standard rate

1h	2,80 €
2h	5,60 €
3h	8,40 €
4h	10,60 €
5h	12,30 €
6h	14,10 €
7h	15,30 €
8h	16,40 €
1 day	16,80 €

Rate reductions are possible for:

- ◆ **Consultations:** 40 % reduction on applicable rate. Go to the orientation desk at the Institute entrance where they will validate your ticket.
- ◆ **Day hospital:** 1 euro / hour - Max 14.40 euros / day. Go to Hospital reception where they will validate our ticket.

PARK & RIDE CERIA

The CERIA park and ride service allows you to park your car free of charge if you continue your journey on the STIB transport network.

In practice: Park your car in the CERIA car park and continue your journey to the Institute on metro line 5 to the Erasmus station.

Further information is available on the STIB website or at <https://ceria.parkandride.brussels/>

Useful numbers



Reception (general phone number)	+32 (0)2 541 31 11
Admission	+32 (0)2 541 33 41
Bordet'n Family	+32 (0)2 541 33 26
"Cosy" Boutique	+32 (0)2 541 36 86
Invoicing (Monday to Friday, 8.30 am to 12.30 pm and Wednesday from 2 pm to 4 pm)	+32 (0)2 541 34 34
Hospitalisation	
◆ B1.1 Medical Oncology	+32 (0)2 541 33 59
◆ B1.2 Medical Oncology	+32 (0)2 541 30 48
◆ B1.3 Haematology	+32 (0)2 541 36 79
◆ B1.4 Protected Haematology	+32 (0)2 541 33 54
◆ B1.5 Diagnosis and Orientation Unit	+32 (0)2 541 38 09
◆ B1.U Emergency	+32 (0)2 541 33 87
◆ B1.6 Intensive Care Unit	+32 (0)2 541 33 61
◆ B1.7 Innovative Treatment Unit	+32 (0)2 541 38 01 or +32 (0)2 541 38 02
◆ B1.8 Oncogeriatrics	+32 (0)2 541 33 50
◆ B1.9 Supporting Care	+32 (0)2 541 33 73
◆ B2.1 Surgery 1	+32 (0)2 541 33 72
◆ B2.2 Surgery 2	+32 (0)2 541 33 74 or +32 (0)2 541 33 75
◆ B2.3 Surgery 3	+32 (0)2 541 33 71
◆ B2.4 Surgery 4	+32 (0)2 541 33 73
◆ B2.5 Post-Anaesthetics Care Unit	+32 (0)2 541 30 46
◆ B2.Q Operating Area	+32 (0)2 541 36 18
◆ B2.R Recovery Room	+32 (0)2 541 36 25
Mediation	+32 (0)2 541 35 11
Appointments	+32 (0)2 541 30 00
Psycho-Oncology	+32 (0)2 541 33 26
"Cosy" Restaurant	+32 (0)2 541 36 86
Welfare Department	+32 (0)2 541 36 46
Aesthetic Care	+32 (0)2 541 34 68
Tobaccologist	+32 (0)2 541 30 55
Oncological Emergencies	+ 32 (0)2 541 33 87



PATIENT'S CHARTER

THE PATIENT undertakes to:

1 | Provide correct personal information

2 | Cooperate with the care teams

3 | Respect

- ▶ other patients and their loved ones,
- ▶ all members of staff,
- ▶ the rooms and equipment,
- ▶ the Institute's regulations.

4 | Accept that, as a university hospital, the Jules Bordet Institute trains health professionals

THE JULES BORDET INSTITUTE undertakes to:

1 | Provide quality care

- ▶ adapted to your medical and psychosocial needs,
- ▶ in coordination with your GP,
- ▶ by competent and experienced multidisciplinary teams,
- ▶ using high performance equipment,
- ▶ while proposing innovative methods of diagnosis and treatment,
- ▶ in all fairness.

2 | Preserve and respect

- ▶ your freedom to accept or refuse a treatment or care,
- ▶ your safety,
- ▶ your intimacy and private life,
- ▶ the confidentiality of your medical and administrative data.

3 | Guarantee

- ▶ clear and understandable information on your care and its cost,
- ▶ access to your medical data as determined by law,
- ▶ the clear identification of your interlocutors,
- ▶ access to an interpreter if you do not speak French or Dutch,
- ▶ access to a mediation service,
- ▶ access to a religious or philosophical counsellor in accordance with your beliefs and recognised by the Institute,
- ▶ to take your appraisals into account.

Jules Bordet Institute Hospitalisation Regulations

For the safety and serenity of patients and staff, any person present at the hospital must respect the 14 points of the regulations:

ADMISSION

- 1 | Patients must show valid documents (identity, insuring organisation) on admission. Patients are requested to read and sign the admission declaration form and to pay a provision.

CARE

- 2 | Calm behaviour and a respectful attitude to staff contributes to the quality of care. Please address any observations to the head nurse or your doctor. You can also ask to meet the mediator.
- 3 | The patient is the privileged interlocutor for his or her care. Family and loved ones are a party to information concerning the patient's health only if the patient agrees to this.
- 4 | Isolation instructions must be respected to avoid the transmission of infections or radioactive contamination.
- 5 | Single rooms are reserved as a priority for patients requiring isolation for medical reasons.
- 6 | During hospitalisation any patient may leave the hospital provided they sign a release document and after being informed of possible risks. If this decision places the health of the patient or of others in danger, the hospital reserves the right to notify the authorities.

VISITS

- 7 | Visitors must respect the visiting hours applicable at the various care units.
- 8 | The number of visitors per patient is strictly limited to 3 persons. A cafeteria and floor lounge are at your disposal.
- 9 | Visitors are asked to leave the patient's room during care procedures.
- 10 | Visitors must respect calm and silence throughout the Institute.
- 11 | In the lifts, medical needs have priority.

GENERAL PROVISIONS

- 12 | Smoking is forbidden throughout the hospital (RD of 22.12.2009).
- 13 | Patients and visitors must respect the cleanliness and integrity of the premises.
- 14 | Patients and visitors are requested to place their valuables and precious objects in safe storage. The hospital declines all responsibility in case of theft or loss.

Violations of the internal regulations can result in denied access to care units by the Safety Department. Any individual who commits an act of violence will be escorted from the building by a member of the Safety Department and prosecuted.

We hope that you have found answers to any questions you may have in this brochure. In case of doubt or concerns, please feel free to speak to a member of the care or administrative staff. We assure you that all the hospital staff and volunteers pay the greatest attention to making your stay with us as comfortable as possible.



FINDING YOUR WAY AROUND THE HOSPITAL

A systems of routes to follow enables you to find your destination. Follow the grey signs.
Black signs indicate the places sought.

Summary of routes

SERVICES	ROUTES
-1	
Radiotherapy	1800
Medical Imaging	1850
Nuclear Medicine	
Reception	2850
PET Scan	2885
Oncopharmacy – Patient's Counter	2860
0	
Orientation Desk	1955
Cafeteria	1960
Admission	1980
Consultations	
Reception 100	1900
Reception 200	1910
Reception 300	2080
Day Hospital	2075
Day Hospital	2065
Tests	1930

SERVICES	ROUTES
1	
B1.9 Acute Supportive Care Unit (UASS)	1160
B1.8 Oncogeriatrics	1170
B1.1 Medical oncology	1180
B1.2 Medical oncology	1190
B1.6 ICU	2151
B1.7 Innovative Treatment Unit	2140
B1.4 Protected Haematology	2161
B1.3 Haematology	2170
Emergencies	2186
B1.5 Diagnosis and Orientation Unit	2190
2	
Endoscopy	1260
Stomatology	1205
Physiotherapy	1206
Surgery Hospitalisation Unit	
B2.1 PC Nurse	1280
B2.2 PC Nurse	1290
B2.3 PC Nurse	2270
B2.4 PC Nurse	2260



HÔPITAL UNIVERSITAIRE
DE BRUXELLES
ACADEMISCH ZIEKENHUIS
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